



# PAVANI MADHUSHA

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[REGISTERED CUSTOMER]

## AGE

25

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## CONTACT

0764471747

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## OCCUPATION

Software Engineer

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## WEBSITE

nalanda.lk

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## EMAIL

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## GOALS:

- Easily find and purchase books.
  - Enjoy personalized recommendations and exclusive deals.
  - Cataloging book collection.
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## PAIN POINTS:

- Slow website loading times and difficulty finding books.
  - Privacy/security concerns and payment errors during checkout.
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## CHALLENGES:

- Keeping track of Wishlist and account preferences.
  - Navigating the website if not user-friendly.
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## INTERESTS:

- Reading, discovering new authors/genres, and engaging with the book community.
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## TECHNOLOGY KNOWLEDGE:

- Comfortable with online shopping features like search filters and reviews.